

## RECORDS AND ACCESS ACTIVITIES REPORT

July 1, 2018 through April 30, 2019

### Reference Activity

The delivery of fast and efficient reference services to both government and the public long has been a high priority at the Maryland State Archives. Through April 30, 2019, staff processed handled just under 50,147 distinct requests for reference assistance through a variety of contact media from a variety of sources; a monthly average of just under 5,015. These included:

- 12,564 emails
- 9,795 phone calls
- 7,112 mail requests
- 5,147 search room retrievals for 4,967 visitors
- 10,632 agency file pulls, refiles, and interfiles
- 3,516 expungement orders
- 1,381 criminal background checks for various agencies

### Digital Acquisition, Processing, and Publication

For over a decade, the Archives has been striving systematically to digitize it's most-accessed record series both in order to make them more easily and widely accessible to staff and the public, and to save ear and tear on the original records through the use of a digital surrogate. Through the first ten months of fiscal year 2019, DAPP staff acquired 5,590,893 images from our holdings. These included:

- 2,761,017 images acquired from microfilm
- 2,829,876 images acquired from non-film sources